

Richard M. Titmuss in his analysis of Great Britain's experience during the Second World War wrote:

"It was found by hard experience to be an essential condition and not just an administrative refinement or a sentimental frill, for those (personal) services to be informed with a new spirit. The social distress of each individual had to be regarded as unique".

Professional welfare workers are engaged every day in matters fundamental to the protection and rehabilitation of individuals, groups, and communities. Similarly, in the wake of a disaster, professional welfare workers would carry a vital role in preserving family life, and sustaining and restoring morale.

We must prepare now if maximum welfare readiness is to be achieved for any eventuality. Personal Services needs you to give leadership in its planning and organization.

For further information
apply to
Your Local or Provincial
Emergency Welfare Services Director



RECEPTION

To arrange for initial reception and emergency needs of disaster victims arriving in reception areas.

UNATTACHED CHILDREN AND DEPENDENT ADULTS

To provide care for children and dependent adults, separated from their families in a disaster.



INSTITUTIONAL CARE

To arrange for care of persons from welfare institutions which are evacuated.



COUNSELLING AND EMERGENCY AID

To provide counselling services, financial aid, and/or goods in kind to help individuals and families to re-establish.



PERSONAL SERVICES



PRODUCED FOR
EMERGENCY WELFARE SERVICES DIVISION
BY INFORMATION SERVICES DIVISION,
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WELFARE SERVICE

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WHY PERSONAL SERVICES?

Although all efforts are being made to maintain peace, we cannot ignore the possibility of a war. For this reason we cannot afford to be complacent about the planning of appropriate measures to ensure the survival of our nation in an emergency period.

Disaster affects the safety, health and welfare—the very life—of individuals, families, groups and communities. In the event of a national catastrophe, it is essential that Emergency Welfare Services be available to meet the survival and welfare needs of our population. The experience and technical skill of professional welfare workers would be an indispensable resource in undertaking these tasks.

WHO would need PERSONAL SERVICES?

- (1) People who have been made homeless
- (2) Children and dependent adults who have been separated from their families and friends
- (3) Persons such as the aged, orphans, and handicapped, who have been residents of evacuated welfare institutions
- (4) Any individual or family with financial, emotional, rehabilitation and other needs resulting from the emergency.



RECEPTION



UNATTACHED CHILDREN AND DEPENDENT ADULTS



COUNSELLING AND EMERGENCY AID



INSTITUTIONAL CARE

WHAT is PERSONAL SERVICES?

Personal Services is one of the five Emergency Welfare Services designed to assist persons affected by national disaster. It is responsible for providing individualized care through four bureaux:

- (1) Reception
- (2) Unattached Children and Dependent Adults
- (3) Institutional Care
- (4) Counselling and Emergency Aid.

WHERE would PERSONAL SERVICES be provided?

In the event of a nuclear war, any community could be faced with the responsibility of providing Emergency Welfare Services within its own locality, or going to a nearby community with a Mobile Welfare Team.

Personal Services would be provided at and administered from Welfare Centres (schools, church halls, etc.). Mobile Welfare Centre Teams could be sent forward to the fringe of heavily damaged or contaminated areas. Reception Services would be available at reception points such as railway stations, bus depots and

docks. Temporary care for special groups would be given in congregate lodgings and improvised institutions.

HOW would PERSONAL SERVICES help?

Reception workers would answer questions regarding help available.

People would be referred to the other Emergency Welfare Services—Emergency Clothing, Emergency Feeding, Emergency Lodging—according to their needs.

Accommodation and special care would be provided for unattached children and dependent adults, and every effort would be made to

reunite them with their families through the Registration and Inquiry Service.

Evacuated residents of welfare institutions would be relocated and given care.

Limited counselling would be available during the emergency period.

During the rehabilitation period, people would be assisted with their re-establishment plans. This would be done through the Counselling and Emergency Aid Bureau where counselling, financial and/or material assistance would be available for those whose needs would not be met through normal welfare payments.